

PROJECT OVERSIGHT REPORT

**Electronic Document Image Management System (EDIMS)
Department of Retirement Systems (DRS)**

**Report as of Date:
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Project Director: Jim Stanton
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Description: The Electronic Document Image Management System (EDIMS) will reduce reliance on paper flow and physical files within the Department of Retirement Systems (DRS). Automated workflow and less paper-reliant processing will reduce agency overhead and enable staff to improve customer services. Additionally, EDIMS will improve security and disaster recovery capabilities for the agency's data.

Technology: EDIMS has implemented industry standard imaging and workflow technology.

Life Cycle Stage: EDIMS application construction and testing are completed. DRS has accepted the system. Backfile imaging/conversion continues.

Budget: Funds became available in fiscal year 1999 with a revised project start date of January 1999. The total funding for this project is \$4,623,511. DRS received \$1 million for this biennium, which was \$1.2 million less than requested. A Digital Government Pool request for \$850,000 was submitted and approved by the Department of Information Services (DIS) and the Office of Financial Management (OFM). Funding should now be sufficient to complete the backfile conversion.

Background: A budget decision package was submitted in 1997 and the Legislature approved funding for the project's first phase. Release of funding was delayed for one year at the request of DRS management in consultation with legislative and Office of Financial Management staff. The purpose for the delay was twofold: 1) to allow time to complete the preparation necessary to ensure a solid foundation for an imaging system; and 2) to review and update the project plan based on current costs and efficiency projections. DRS further delayed EDIMS implementation by six months to accommodate the agency's physical move to a new facility. Together, the delays totaled eighteen months. The project team worked with the facilities consolidation staff to ensure the infrastructure is present in the new facility to support the planned imaging technology. The project acquisition plan was presented to the Information Services Board (ISB) and approved on May 20, 1999.

Schedule: The following chart provides schedule information for the project. Phase I is complete and Phase II began in May 2000. The pilot went extremely well and lessons learned were incorporated into construction. Backfile conversion contract negotiations have been completed with Morningside; the vendor has assigned an additional programmer to the project to address resource constraints that had caused slippage of several months to the project schedule. The relationship with the vendor is a positive one and the contract is a fixed price, deliverables-based contract, so no money has yet been paid to the vendor. The project completion date is not in jeopardy at this time. The vendor has augmented the on-site staff to assist the agency.

Project Initiation	
Issue Request For Proposal (RFP) For Application and Hardware	July 1999/Complete
Phase I Acquisition Contract	December 1999/Complete
Issue RFP To Image Paper Based Files (Backfile)	December 1999/Issued
Phase I	
Functional Systems Design, System Delivery Plan, Pilot	Feb - June 2000/Complete
Phase II	
Business pilot	Jan 2001/Complete
Basic Imaging Implementation (phased)	Mar 2001/Started. Complete in May 2001.
Backfile Imaging Begins	Dec 2000/Started
Phase III	
Workflow Development Begins	July 2001/Started
Backfile Imaging Complete	June 2003
Project Funding Ends (Anticipated)	June 2003
Project Complete	June 2004

Status: The DRS project manager and team continue to use quality assurance to mitigate risks as identified. Application development is complete and has been accepted. The backfile conversion vendor has completed development of its indexing application within parameters specified for the production system. Based on lessons learned during the first pilot, additional funding was necessary to complete the backfile conversion of member files. Both systems are now in production.

Recommendation: DIS will continue to work closely with DRS on the backfile conversion. DRS should report EDIMS completion at an upcoming board meeting. DIS will continue oversight until DRS has briefed the ISB on the EDIMS portion of the project.